

USING YOUR CUSTOMER PORTAL ACCOUNT

1. HOW DO I ESTABLISH AN ACCOUNT?

Once you have applied for your permit(s), you will receive an email either approving or denying each permit. The approval email contains a link to create your account before paying for your permit. If you miss the email, you can visit www.parkcolumbus.com and select the link to create an account. In either case, you will need your account number – which was noted on your application confirmation information – and a PIN. The PIN is contained in your approval email. If you need assistance with your PIN, please contact the Division of Parking Services at parkingservices@columbus.gov.

2. WHY DO I NEED AN ACCOUNT? WHAT CAN I DO WITH IT?

Now that permits are virtual, keeping your license plates current is very important. In your portal, you can:

- Residential permit plate/vehicle changes
- Guest/employee permit plate changes
- Store up to twenty (20) favorite plates
- Request and view guest passes
- Cancel your permits
- Apply for additional permits
- Access the permit payment link
- Change the email address on the account
- Update your password

3. HOW QUICKLY DO MY CHANGES TAKE EFFECT?

Updates to the license plate assigned to a guest/employee permit take effect right away! Similarly, guest passes are provided immediately upon request, and can then be used immediately.

Annual permit plate or vehicle change requests along with permit cancellation requests require review by the Division of Parking Services, and are subject to a ten (10) business day review. *Residents are responsible for abiding by posted time limits if parking a vehicle or plate on street that is still under review.*

4. I MANAGE A BUSINESS OR INSTITUTION. DOES THIS APPLY TO ME?

Yes! While institutions are not eligible for annual permits, they may obtain both guest permits and guest passes. Similarly, businesses may only obtain employee permits. Employee permits, guest permits and guest passes may all be managed through the portal in addition to annual residential permits.

5. HOW DO GUEST PASSES WORK?

Customers that have paid for at least one guest permit may also request guest passes, which can be used to pay for 24 hours of parking in your permit zone. Log into your customer portal and select the “Guest Permits & Passes” option, then “Request Guest Passes”. You may request and have up to 25 unused guest passes on your account at any time. Once requested, you can enter your guests’ email addresses and have the system automatically send them the individual code. Or you can log into your account and select the option to “View My Guest Passes” to provide a guest with one of the unused codes at any time.

Once your guest parks, they should open the ParkColumbus app and enter the zone number in which they are parked (posted on street signs). The app will ask if they have a Residential Guest Pass Code, and once they enter it, they will be able to pay a flat rate for 24 hours of continuous parking.

The app will provide the guest with an error message if the code is invalid. Some reasons a pass might be invalid are: the code has already been used, or the guest is not parked in the resident’s permit zone.

CUSTOMER ACCOUNT PORTAL

Welcome to the City of Columbus Customer Account Portal

Columbus residents in eligible districts may register their Residential Parking account with this portal in order to manage their permits online.

Username:

Your Username is your email address.

Password:

[Sign In](#)

[I forgot my password.](#)

Residents who applied online create their account & payment process, click below to create your account

[Create an Account](#)

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CUSTOMER ACCOUNT PORTAL

[Sign Out](#)

[Manage My Permits](#)

[Change My Vehicle or Plate](#)

[Pay for My Permits](#)

[Apply for Additional Permits](#)

[Cancel My Permits](#)

[Guest Permits & Passes](#)

[Manage My Account](#)

Permits are now virtual. It is important that you keep your license plate up to date. If you have changed your plate and/or vehicle, submit your change request here. Please allow up to ten (10) business days to process this request. During this time, it is the customer's responsibility to park in adherence to posted time limits and parking restrictions.

Accountholders are allowed up to three (3) license plate or vehicle changes per year.

Please select the reason for your plate change:

- ☐ My vehicle has a new plate.
- ☐ I have a temporary rental vehicle.
- ☐ I have a new vehicle. Use this option if you have a new vehicle but the same plate, OR both a new vehicle and plate.

The permit associated with this plate change is:

CUSTOMER ACCOUNT PORTAL

[Sign Out](#)

[Manage My Permits](#)

[Guest Permits & Passes](#)

[Manage My Account](#)

[Update Security Question](#)

[Update Email/Username](#)

[Update Password](#)

[Cancel Account](#)

To change your password, enter your current password and

Current Password: *

New Password: *

Confirm New Password: *

[Submit](#)

CUSTOMER ACCOUNT PORTAL

[Sign Out](#)

[Manage My Permits](#)

[Guest Permits & Passes](#)

[Change Guest Permit Plate](#)

[Manage Favorite Plates](#)

[Request Guest Passes](#)

[View My Guest Passes](#)

[Manage My Account](#)

Request guest passes here - you will receive a code to be used to pay in the ParkColumbus app. Once your guest has parked, they should enter the ParkColumbus zone number posted on the block. They will then be asked if they have a code. Select "Yes" and then enter the code generated below. This will allow them to pay the guest-only rate and duration.

If you wish to pay for the parking instead of your guest, simply have your guest provide you with the zone number they park in as soon as they arrive. You may then log into your own ParkColumbus app and follow the guidelines above. Be sure to know your guest's license plate number.

You may request up to 25 guest passes at a time. Also, **you may not have more than 25 unused guest passes on your account.** For example, if you already have 10 unused guest passes, then you may only request 15. Once a code is used and the parking session is complete, you may request an additional pass.

Quantity Requested : [-](#) [+](#) (1-25)

[Submit](#)

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